

**ACORN**

the ins and outs  
of your  
apartment

# index

Key Collection	Page 5
Housing Orientation	Page 5
Your Inventory	Page 5
What we provide	Page 5
What you need to bring	Page 5
London Transport	Page 6
Trains	
Buses	
Taxis (black cab)	
Santander Cycles	
On your feet	
Medical Services	Page 7
Register with a Doctor	
Dental Health	
Sexual Health	
Pharmacist	
NHS 111	
Emergencies	
Centres	
Departure	Page 8
Before you leave	
Important Information	Page 9
Security	
Lost Keys	
Visitors	
Health and Safety	Page 10
Contact Details	Page 11
Reservations	
Maintenance	
Housekeeping	
A-Z Guide	Pages 12-13
<i>Everything you need to know from cleaning to appliances.</i>	

# ACORN

19 Bedford Place  
WC1B 5JA  
London, UK

Dear student,

You have spent months planning, weeks of waiting and days of hurriedly running about packing. It has now all paid off- welcome to London!

More than likely you are jet lagged and disorientated, with a fair amount of excitement thrown into the mix for good measure. For some of you, there is also a certain amount of apprehension mixed in.

London is a sprawling city, filled with plenty of interesting locations and is home to a hugely diverse culture. There are numerous places to explore and people to meet, which can seem daunting at first. Diets are different, traffic moves on a different side of the road & the public transport system can feel like navigating a labyrinth at times. London may start off as an alien city to you, but over the course of your stay the city will become to feel like a home away from home.

The team at Acorn of London are here to help soften your landing and help you enjoy your stay for the duration of your studies. Let us know if there is anything we can do to help!

Kind Regards,

Acorn of London

## **ACORN'S COMMITMENT TO YOU, OUR GUESTS, AS WE NAVIGATE THROUGH CORONAVIRUS (COVID-19)**

At ACORN, the safety and wellbeing of our residents and team members has always been incredibly important to us. To insure we keep both our guests and team safe, we are carrying out a rigorous daily cleaning regime across all our buildings. This process has been implemented following current Government and UK Hospitality guidance.

Here is what we are doing to keep you and our teams safe:

### **Checking-in and social distancing**

Minimising contact at reception with Perspex screens, keeping social distancing measures in place and auto-dispense hand sanitisers is available in public areas.

### **Hygiene and anti-viricidal sanitising spray**

More frequent cleaning of high touches, such as our reception desk, lift controls, door handles and handrails. Within the apartments, we are paying extra special attention to TV Remotes, door handles and desks.

### **Housekeeping**

Unlike other hotel brands, we employ every single member of our housekeeping team directly, meaning we can ensure they continue to have the highest standards in cleanliness and hygiene training. We are also carrying additional checks on rooms.

### **Bed Linen**

Laundering all our linen at over 60°C, with disinfectant detergent so you can enjoy a safe and great night's sleep.

### **Protective equipment for our teams**

We have provided all our team members with protective equipment.

Finally, as an extra precaution, we will only be cleaning your apartment if all residents are out. If there is anything else, we can assist you with, please do not hesitate to reach to us.

## **Key Collection**

If you are travelling as part of a group, your faculty leader or Study Abroad Officer will arrange the keys for you. If you are travelling ahead of the group, you will need to collect the keys from our central check-in location\*. If you get in touch with your Study Abroad Officer, we will pass them the address for you to collect keys.

*\*do note that as a COVID-19 measure you will be expected to make advance arrangements.*

## **Housing Orientation**

Once you have settled in, your ACORN rep will conduct a short housing orientation to show you how the appliances work etc. They will also give you all the contact details needed regarding your housing.

Do note that as a measure against COVID this will be done via zoom.

## **Your Inventory**

After you have settled in, you all need to complete the apartment inventory form. Check every item listed in your room and communal areas and record its' current condition. This is an official record of the condition of the apartment when you move in and will be compared with the condition of the apartment when you leave. You will be charged for any missing items or damages. Complete the inventory form as soon as possible to avoid the possibility of being charged for any missing items or be held responsible for any damages that may occur at the beginning of your stay. This will be collected between 3 or 5 days after your arrival. If you do not submit a completed form, we will assume that everything in the flat was in good condition and charges will apply for anything missing or damaged. On page 13, we list the chargeable items. Please be advised that this should be considered a guideline. Variances may differ depending on the extent of any damage and cost of any specific inventory and parts. Damages that occur by misuse of the property may result in occupants being removed from housing.

## **What we provide**

### **Bedrooms contain:**

- Bed & mattress
- Bed linen
- Wardrobe
- Curtains or Blinds
- Safes (padlocks required)

### **Kitchen contain:**

- Hob (gas or electric)
- Oven
- Microwave
- Fridge/Freezer
- Kettle
- Toaster
- Pots & Pans
- Cooking Utensils
- Crockery, cups, glasses
- Cutlery

### **Living Rooms contain:**

- Sofa
- Dining table & dining chairs
- Freeview TV
- Incoming telephone line

## **What you need to bring**

Do not be tempted to bring too much before you get here. There are plenty of pound stores that sell small house supplies (towels, hangers etc.) we will provide bed linen so you will not need to bring this with you. We will do weekly cleaning service, but you will need your own light cleaning materials and toiletries. There will be toilet roll for you when you arrive, but this will not be replenished on the weekly service. Please note that you can get cheap electrical devices (hairdryers, shavers etc.) when you get here so that you are using products that are compatible with our voltage system.

*Check out [www.argos.co.uk](http://www.argos.co.uk)*

# London Transport

The London underground is our most famous and (sometimes) most convenient form of transportation across London. Some find the tube map confusing; some find it easy to navigate. Transport for London have a great route planner which can be found on their website: <https://tfl.gov.uk/plan-a-journey>.

To move around the city, you will need an Oyster Card. If your institution has not provided you with one, you should purchase an Oyster Card as soon as you arrive. These can be purchased from the machines at any underground station. A £5 deposit is required to activate your card.

## **Trains**

Those of you wanting to travel around the UK and beyond will likely be using this reliable form of transport. Note that Oyster cards are not valid on trains outside London so you will always need to purchase tickets in advance. Discounted tickets can be found easily on [www.thetrainline.com](http://www.thetrainline.com) and if you want to book the Eurostar to Europe, please visit [www.eurostar.com](http://www.eurostar.com). Last minute tickets are always available from the terminal, but this can normally be proven costly.

## **Buses**

The other main mode of transport is the London buses. You can logon to TfL and enter the bus stop code to find out when the next bus is arriving.

## **Taxis (black cab)**

If you decide to get a taxi when you are out, ONLY flag down a traditional Hackney Style cab. They are not always black cab due to advertising, but they are distinctive and will have a yellow light on if they are available. To flag one down just hold your arm out. Taxis can take up to 5 people. Taxis are Licenced and are all metred. The drivers will have taken an extensive set of examinations called The Knowledge which involves years of study. You may wish to tip taxi drivers up to 10% but this is not obligatory.

## **Santander Cycles**

Introduced in 2010, the London sponsored bicycles scheme has really taken off with tourists and commuters. Cycling has really grown in the city in the past few years with 40% of all commuting journeys done by bicycles. If the mood takes you, there is always the possibility you can rent a bicycle after you arrive. While you can pay per journey at the bike racks, it is cheaper to order an electronic key and pay online. Cycling in London can be dangerous, so remember to follow the rules of the road and check you are covered by insurance. ACORN strongly recommends that if you intend to cycle in the city, you purchase a cycle helmet and a reflective jacket.

Alternative cycles: Lime Jump, uber cycles.

## **On your feet**

Whilst London is huge, the city centre itself is quite small. Sometimes the tube journey can take longer than walking when going between destinations such as Covent Garden to Holborn. When you have a free time, try, and use map and walk around. You might feel that you understand your surroundings better. And of course, there is added satisfaction of knowing you are behaving like a true Londoner!!

## Medical Services

### **Register with a Doctor**

It is recommended that you register with a general practitioner (GP) soon after you have arrived and avoid waiting until you need medical help. Select a GP close to your Accommodation. You can use the link below <http://www.nhs.uk/service-search/GP/>

Please note that you are only able to attend the GP you are registered with and not any other surgery, so make sure you find one you can travel to easily if you are unwell.

### **Dental Health**

Dentistry is one of the few services on the NHS that requires you to pay towards the cost of treatment. The costs are dependent on the level of treatment, you require. Find a dental practice close to you on this link: <http://www.nhs.uk/service-search/dentist>

You can register with a private dental practice but you will be paying higher fees.

### **Sexual Health**

Most services in relation to sexual health can be accessed for free. This includes STI (sexual transmitted infections) test as well as pregnancy tests. Advice and information: <http://www.nhs.uk/Service-Search/Accident%20Sexual-health-services/locationsearch/1847>

### **Pharmacist**

Local pharmacists can offer friendly, expert advice about over-the-counter medicines that can aid in common conditions, without that need for an appointment. As well as dispensing prescriptions, pharmacists provide a range of services related to specific health issues and can advise on minor ailments such as colds, skin conditions and allergies.

### **NHS 111**

You can dial this number if you are unsure of what to do and need medical advice quickly. This number is operational 24 hours a day, 7 days a week. This line is manned by experienced staff who are fully trained and

supported by nurses and paramedics. The call is free of charge: <https://www.nhs.uk/using-the-nhs/nhs-services/>

### **Emergencies**

Dial 999 for life threatening injuries or illnesses. Give as much information as possible so that they can send you the appropriate services.

### **Centres**

If you are unwell and cannot wait for an appointment with your GP you can visit a walk-in, urgent care centre or accident and emergency. These centres can treat most injuries such as sprains, strains, broken bones, minor burns/scalds, minor head/eye injuries, bites, or stings. You do not need to book an appointment.

## Departure

### *Before you leave...*

This information is to make you aware of the procedures relating to your departure. Ensuring that your room, common areas and the flat are left in the same condition as on your arrival is your responsibility. Failure to leave the flat as instructed will result in Charges to your university/institution account. As you leave the property, please ensure that all windows are closed and secured and that all doors to the flat are closed properly.

In case of an emergency during your departure, please call the emergency number on 08001839955 or 02033930700. Check out time is 10AM on the day of your departure. (unless stated otherwise). Your room and the common areas in your flat must be left in the same condition as on arrival. Unfortunately, failure to do so will result in a fee which will be deducted from your deposit.

### PLEASE DO

- Remove all your personal belongings
- Empty the fridge/freezer, kitchen cupboards and bathroom
- Sweep the floor and clean the surfaces
- Bag up all garbage and leave neatly in the hallway of the apartment
- All beds need to be stripped of linen and folded on top of the mattress
- Leave all keys on dining table in the envelope provided

DO NOT leave anything behind (clothes or food) or it will be considered as trash and will be disposed of. Contacting us to try and recover items left behind will be futile. Your Acorn repo will visit your apartment a few nights before your departure to post this reminder letter onto your front door.

### PLEASE DON'T

- Take items belonging to the apartment with you
- Leave posters/pictures on your wall
- Try and stay in the building after the departure time
- Let anyone into the property as you leave Unless they have ID
- Leave the doors and windows open and unlocked
- Take keys with you as you will be charged



## Important Information

### Security

Please be aware that it is the responsibility of every resident to ensure that all necessary safety precautions are taken in relation to your residence. By following the procedures listed below, you will minimise the risk of theft, break-ins, and other criminal activity. During your stay, please follow these guidelines:

1. Never let anyone you do not know into the building
2. Always close the main entry doors upon leaving and entering the property.
3. Close and lock windows when you are not in your apartment/room.
4. Keep valuable property out of easy sight, or in the safe provided in each flat.
5. Report suspicious looking people

### Lost Keys

If you lose your keys, please report it on the Emergency contact line immediately. You will have to pay a replacement fee from £50 upwards depending on the type of keys that are needed to be replaced.

### Visitors

For everyone's safety and security we ask you to please follow these simple rules:

- All guests must leave by 11pm each night and cannot arrive earlier than 9am each morning.
- Overnight guests are prohibited. All guests must be accompanied during their visit and must sign in if required to do so.

## Health and Safety

NO smoking in or around the property- please be advised this is by law and carries a penalty

When a Fire Alarm sounds, follow the Fire Action Plan!

DO NOT burn candles or incense sticks in the property as these will trigger the smoke Detectors and can cause fires

Balconies and windows are restricted by UK law for your safety.

Please DO NOT tamper or adjust these at any time.

### FIRE ACTION PLAN ON HEARING THE ALARM

- STEP 1**                    **Call the Fire Department- Dial 999**  
State that you have a fire in the building and give the address
- STEP 2**                    **Evacuate the building**  
Evacuate the building using ONLY the stairs  
DO NOT use the elevator  
DO NOT stop to collect personal belongings
- STEP 3**                    **Wait at the Assembly Point**  
When you reach the ground floor, exit the building  
Via the nearest exit and make your way to the  
Assembly Point
- STEP 4**                    **Wait for the “All Clear”**  
Once the Fire Brigade has attended the building and  
Given the “all clear” a member of the Fire Brigade will  
Then authorise you to re-enter.  
The building will then be deemed SAFE.

## Services

### During your stay...

A network of teams dedicated to ensuring any problems you have encounter are resolved in a timely manner. It is important to know what each team is responsible for so you can direct you enquires to the right people.

### Contact Details

- Customer service & complaints: [info@acorn-london.co.uk](mailto:info@acorn-london.co.uk)
- Facilities (Maintenance & Housekeeping): [facilities@acorn-london.co.uk](mailto:facilities@acorn-london.co.uk)

Emergency Number: 07960 151 690

Office Number: 0207 636 8325

### Maintenance

Always make sure you report any non-emergency issues in the maintenance logbook before contacting other members of staff. Our facilities team will try and fix any problem within a day. This team are responsible for fixing anything in your apartment. If something does not work out or there is a problem that affects the accommodation, they are the first point of contact. If the maintenance issue is an emergency, you may contact our emergency line.

### Housekeeping

Your apartment is serviced once a week on the same day every week. You will be notified of your cleaning day when you arrive. Housekeeping will replace white linens if you have stripped your beds in advance, provide dusting and vacuuming services and clean the communal area including bathrooms. The cleaners will only clean communal areas of the apartment if they can gain access easily and the rooms have been prepared with all personal goods removed and stored safely.

### Do note:

You are responsible for the removal of garbage to the dumpsters/bins, please ensure this is carried out through your stay.

### Alternatively...

You can scan QR code below and select which team you wish to contact.



## A-Z GUIDE

### Appliances

Please be aware that the UK voltage system differs from the US and can affect your small appliances. If you will be using your own small electrical goods, please make sure you buy adaptor. Check guidelines on your appliances before use. DO NOT overload plug sockets- please refrain from overloading any one plug socket with multiple plug outlets. Use plug adaptors purchased in the UK only. We can assist if you have any difficulties.

### Inventory

Please refer to your inventory on page 4.

### CCTV

All our properties have closed circuit Television to ensure that outbuildings are safe and secure. Only authorised staff can access this video that will be referred to if there is an incident reported.

### Cleaning

Please refer to housekeeping on page 10. Please also be sure to keep your mobile phones, tablets, cash etc. in the safe during cleaning days. Your property is your responsibility, but we will investigate if theft claims are made on cleaning days.

### Complaints

We are committed to making sure your stay in London whilst studying is as comfortable as possible. If you have any issues at all, please contact your Acorn rep (usually the person that conducted your housing orientation). Your faculty leader or institution may provide you with another contact also, but if not, please refer to your ACORN rep.

### Contacting you

There may be instances where we will need to get in contact with you directly (collect Mail/emergencies/flat inspections/flat viewings). This will either be in the form of an email, via your institutions point person or we will leave a memo on your front door.

### Guest Policy

Please refer to Visitors on page 8

### Internet & WIFI

WIFI is included in the price of your Accommodation and can be used on two devices concurrently. Depending on the property you are in, you will either be issued a login and password or a Global Gossip Internet card. Please contact your Acorn rep if you have any difficulty connecting. Global Gossip provides 24/7 support for wireless internet services. Free number is 0800 0789 642 (free from landlines; mobile providers may charge) Customer service support email is: [customerservice@globalgossip.net](mailto:customerservice@globalgossip.net)

### Keys & Door Entry Systems

Each property operates a different entry system. You will either have a set of keys with a fob or you will be issued the pin-code to enter. Please do not lend your keys to anybody to prevent any break-ins and reduce chance of theft you will be charged for lost keys.

### Kitchens

You will be sharing with other students so please be mindful of each other. You are jointly responsible for washing up and putting away crockery, cutlery and pots and pans. We recommend that you clearly label your food to avoid confusion and to ward off any insects etc. keep food items stored in bags or containers. If any fuses should trip, please do not attempt to replace this yourself. Contact Your Acorn rep and they will arrange for this to be sorted out as soon as possible.

### Laundry & Ironing

Most of our apartments have a combined washer/dryer. Please note that we do not supply laundry detergent. There is also a clothes horse for you to hang your clothing. We provide an iron and ironing board, please report to your ACORN rep if the iron does not work.

In the properties where there is a communal laundry room, you will be shown where it is. In both instances, you will be instructed on how to use the appliances during the housing orientation. A manual will also be found in your apartment.

### **Drinking water**

Most of apartments have drinkable tap water, if you feel unsure, please ask your ACORN rep during the housing orientation.

### **Mail & Parcels**

You can have post delivered to the Acorn Study Centre and we look after it for you. We recommend all students get their post delivered to 19 Bedford Place. Do note we do not accept deliveries by FedEx.

Please be aware a parcel can take at least two weeks from USA due to customs checks.

### **Posters and decorations**

Walls are to be kept bare of posters, flags, photos, or other decorations.

### **Smoking**

Smoking indoors is against the law and you will be charged a fine.

### **Room Inspection**

Your room will be inspected during the weekly service. Housekeeping will report any damages or mess that may need specialist cleaning to maintenance. You may be charged for this. Make sure that you all sign your inventory lists soon after you arrive.

### **Room Swaps**

Do not swap rooms unless you have discussed this with your faculty/study abroad officer and have been given permission. The rooming list must be up to date in case of emergencies.

### **Windows**

Balconies and windows are restricted by UK Law for your safety. Please DO NOT tamper or adjust these at any time. You will be charged for broken window restrictors

### **Library Access**

We can issue you with a library letter which will allow you access into public libraries. Closest library is Holborn Library 32-38 Theobalds, Road London WC1X 8PA.

### **Lost Property**

Please adhere to the security rules to prevent any loss or theft. If you think your property has been stolen, please contact either your faculty or ACORN Rep. If you leave items behind on departure it will be considered trash and disposed of.

### **Noise**

Most of our properties are situated on residential roads. Please be mindful of your neighbours. Parties are prohibited and you must be quiet after 10pm. Neighbours are within their rights to call the police if you are noisy late at night.

### **Television**

Your TV should be set and ready to go with all the standard UK broadcast channels plus the many additional channels you will find with your Freeview digital set top box. To start watching TV, please check the following instructions: Check the main power button is on. Please use this button and not the standby button when you are not using the TV. If you have a separate Freeview box, you will have two remote controls. One for the TV that controls the volume, TV modes and Viewing settings. The second remote is for the Freeview box and allows you to navigate Channels.